

Complaints

How to make a complaint

If you have a complaint, the best way is to contact us via the in-app chat.

Please make it clear that you are making a complaint when you get in touch. By doing this, you'll help us to make sure your problem goes through the right process, and that the issue is resolved as quickly as possible.

Alternatively, you can also:

- Submit a [form](#)
- Email us at: complaints.jp@revolut.com

Once we have received your complaint, we will acknowledge this via email. We will then investigate all the details of your complaint, and issue our response within 7 days. Do note that depending on the complaint, it may take more than 7 days to achieve final resolution.

If you are not happy with our resolution, you can refer your complaint to an [ADR agency](#).

Report regarding fraud

To report fraud, please contact our fraud specialists by following this [link](#). Please be aware that the link is only for Revolut customers (if you are not a Revolut customer you can report fraud through your bank).